

GCI Exhibit 2.5

**Service Quality Measures, Standards, and Escalation Factors
in the Proposed Service Quality Incentive Mechanism**

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<u>Measure</u>	<u>Standard</u>	<u>Escalation Factor</u>
POTS % Installations Within 5 Days	95.44%	$1 + [(\% > 5 \text{ days} - 4.56\%)/(2 * 4.56\%)]$
Trouble Reports per 100 Access Lines	2.66	$1 + [(\text{Trouble rate} - 2.66)/(2 * 2.66)]$
POTS % Out of Service Over 24 Hours	5.0%	$1 + [(\% \text{OOS} > 24 - 5\%)/(2 * 5\%)]$
Operator Average Speed of Answer—Toll & Assistance	3.6 sec.	$1 + [(ASA - 3.6)/(2 * 3.6)]$
Operator Average Speed of Answer—Information	5.9 sec.	$1 + [(ASA - 5.9)/(2 * 5.9)]$
Operator Average Speed of Answer—Intercept	6.2 sec.	$1 + [(ASA - 6.2)/(2 * 6.2)]$
Trunk Groups Below Objective	4.5/year	$1 + [(# < \text{objective} - 4.5)/(2 * 4.5)]$
Average Speed of Answer		
Residential Customer Call Centers	80% in 20 sec.	$1 + [(80\% - \% \text{ in 20 sec.})/(2 * 20\%)]$
Business Customer Call Centers	80% in 20 sec.	$1 + [(80\% - \% \text{ in 20 sec.})/(2 * 20\%)]$
Repair Centers	80% in 20 sec.	$1 + [(80\% - \% \text{ in 20 sec.})/(2 * 20\%)]$
% of Calls Answered]		
Residential Customer Call Centers	95%	$1 + [(\% \text{ not answered} - 5\%)/(2 * 5\%)]$
Business Customer Call Centers	95%	$1 + [(\% \text{ not answered} - 5\%)/(2 * 5\%)]$
Repair Centers	95%	$1 + [(\% \text{ not answered} - 5\%)/(2 * 5\%)]$
POTS Mean Installation Interval	4 bus. days	$1 + [(\text{Mean time} - 4)/(2 * 4)]$
POTS Mean Time to Repair	21 hours	$1 + [(\text{Mean time} - 21)/(2 * 21)]$
POTS % Installation Trouble Report Rate (7 Days)	1%	$1 + [(\text{Trouble rate} - 1\%)/(2 * 1\%)]$
POTS % Repeat Trouble Report Rate (30 Days)	10%	$1 + [(\% \text{ repeats} - 10\%)/(2 * 10\%)]$
POTS % Missed Installation Commitments—Co. Reasons	1%	$1 + [(\% \text{ missed} - 1\%)/(2 * 1\%)]$
POTS % Missed Repair Commitments—Co. Reasons	5%	$1 + [(\% \text{ missed} - 5\%)/(2 * 5\%)]$
POTS % Missed Installation Appts.—Co. Reasons	1%	$1 + [(\% \text{ missed} - 1\%)/(2 * 1\%)]$
POTS % Missed Repair Appointments – Co. Reasons	1%	$1 + [(\% \text{ missed} - 1\%)/(2 * 1\%)]$